

CLAIMS

1. A method of processing service requests in an information system including a common access point and at least two service sources offering services, said method comprising:
- 5 receiving a service request at said access point (A),
analyzing said service request at said access point in order to identify a predetermined keyword indicating a service source offering the requested service (B),
10 forwarding said service request to a service source identified in said analysis (D),
analyzing said service request at said service source in order to identify the requested service (E), and
providing said identified service (G), c h a r a c t e r i z e d by
15 storing, in a memory, service requests which have led to successful identification of the requested service (H),
initiating an error correction process to correct a received service request by utilizing the service requests stored in said memory, if said analyzing at said access point or said analyzing at said service source fails for
20 the received service request, as no service source or no service can be identified (J), and
repeating said analyzing at the access point and/or service source for the corrected service request, and providing an identified service to the source of the service request if a service can be identified (B to G).
- 25 2. A method according to claim 1, c h a r a c t e r i z e d in that the correction of a received service request is carried out by
comparing the contents of the received service request with the contents of the stored service requests,
selecting the stored service request which, based on the
30 comparison, is closest to the received service request, and
substituting at least a part of the contents of the received service request with at least a part of the contents of the selected service request.
3. An information system comprising:
subscriber stations (MS),

at least two service sources (2 to 5) providing a respective service to subscriber stations of the system, and

an access point (1) providing said subscriber stations with access to services offered by said service sources (2 to 5), said access point being
5 arranged to analyze a service request received from a subscriber station (MS) in order to identify a predetermined keyword indicating the service source offering the requested service, and to forward said service request to the service source (2) offering said service,

said service sources (2 to 5) being connected to the access point
10 (1) in order to receive a service request forwarded by said access point, and arranged to analyze a received service request in order to identify the requested service and to provide the subscriber station (MS) with the requested service, characterized in that said system further comprises:

a memory (7) for storing service requests which have led to
15 successful identification of the requested service, and

an error correction device (6) arranged to correct a received service request by utilizing the service requests stored in the memory (7), if said analyzing at said access point (1) or said analyzing at said service source (2 to 5) fails for the received service request, as no service source or no service can
20 be identified, and

that said access point (1) is arranged to process the corrected service request by carrying out said analyzing and forwarding to a service source (2 to 5), and said service sources are arranged to carry out said analyzing in order to identify the requested service and to provide the service
25 to the subscriber station having transmitted the service request, when receiving such a corrected service request.

4. An information system according to claim 3, characterized in that said error correcting device (6) is arranged to compare the contents of the received service request with the contents of the service requests stored in
30 said memory (7), to select the stored service request which, based on the comparison, is closest to the received service request, and to substitute at least a part of the contents of the received service request with at least a part of the contents of the selected service request.

5. An information system according to claim 3 or 4,
35 characterized in that said access point (1) is connected to a mobile

communication system, said subscriber stations (MS) are subscriber stations of the mobile communication system, and the service requests are messages transmitted with said subscriber stations via the mobile communication system to the access point.

5 6. An information system according to any one of claims 3 to 5, characterized in that at least one of said service sources (2) provides a service involving transmission of data to a subscriber station (MS) which has transmitted a service request, said service source (2) comprising a database
10 containing data, and that said service source (2) is arranged to analyze a received service request in order to identify the requested service, to retrieve, from said database, data associated with the identified service request, and to transmit said retrieved data via said information system to said subscriber station (MS).

 7. An error correction device (6) arranged to correct a received
15 service request by utilizing information stored in a memory (7), characterized in that said error correction device is arranged to
 receive and store, in said memory (7), service requests which have led to successful identification of the requested service,
 correct the contents of a received service request by utilizing the
20 service requests stored in the memory (7), and
 transmit said corrected service request for further processing.